**Patient Advisory Meeting- June 4th 2013, 5-6pm Meeting Minutes:**

Attendees: Dr. Michael Weizman

Laura Horton, Medical Records Coordinator

One (1) anonymous Dr. Polansky patient

One (1) anonymous Dr. Weizman patient

Both patients present were very positive and had good things to say about the practice before the presentation began.

Dr. Weizman began the presentation promptly at 5:00pm.

He began with a power point presentation outlining an overview of the patient centered medical home (PCMH). Dr. Weizman explained the concept of “team centered care” vs. “doctor centered care” which allows the doctor to have more time talking with the patient instead of collecting data.

First question of the night; “Who certifies practices to be considered PCMH?” Dr. Weizman explained that there is a nationally accredited board that participates in the process. He also reassured the patient that there are licensed medical doctors that sit on this board.

Dr. Weizman went on to explain that another key component of PCMH is that patients are considered “partners” in the practice. He went on to explain that OFD encourages partnership between doctor and patient to explore options for treatment and preventative care.

The next topic covered pertained to the benefits of assigned providers. By being assigned one doctor, a relationship is able to form where he/she is intimately involved with the patients care and therefore can provide better treatment. He also stated that although this is in an ideal situation, when a patient’s assigned physician is off, they can still see another doctor when the need is urgent. Dr. Weizman also encouraged patients to use “same day” appointments during these urgent scenarios. These appointments can be made by calling in the same day of the problem and scheduling a “same day” appointment, even if by another provider.

Dr. Weizman then explained some preventative polices the practice is taking on. OFD has now sent out three rounds of “robo calls.” These automated calls are made to patients due for particular screenings that are essential to the early detection and prevention of disease. The three robotic call categories that have thus far been sent out are Mammograms, Colonoscopy’s, and Pneumovax shots. Patients receiving these calls should contact the office to discuss further with the triage nurse.

The concept of “coordination of care” was then discussed. Dr. Weizman explained that this is a relationship between doctors offices, hospitals, specialists, etc. that allows doctors to work together to take care of patients. For example: when a patient is hospitalized, the primary care physician is notified and sent medical records upon the patients discharge. This in turn allows the primary care physician to be up to speed on the hospitalization and be able to better assess and treat the patient when they return to the OFD for a “hospital follow-up appointment.”

Second question of the night; “How will these preventative care concepts work with other offices?” The patient went on to describe a past communication glitch between a specialist office and OFD. Apparently the patients’ OFD provider was under the assumption that the specialist who would be reading the results would contact the patient, which was not the case. Dr. Weizman assured the patient that since this occurrence, OFD has vigorously tightened up communication and this sort of thing is exactly why. Dr. Weizman explained that now when an OFD patient is hospitalized or has a procedure, the clinical coordinator contacts them within 48 hours of their discharge to check up on them and assess any needs or concerns. The patient is then scheduled for a “hospital follow-up visit,” and the primary care doctor is notified of the patients’ hospitalization.

5:30pm- The power point presentation ended and the floor was opened for questions/comments.

Both patients talked about the patient portal and how much they were enjoying it. They both liked that they could look at their clinical summaries and medical records in the comfort of their home. They were also both very confident and pleased with the security of the portal. Both patients stated they were in disbelief that not all OFD patients were using the portal. Being able to cross-reference their medications is another benefit to accessing the patient portal. They suggested that another round of emails be sent to patients not signed up for the patient portal. Both patients also stated they will encourage other OFD patients they know to sign up for the portal. It was also suggested that patients could be invited through the patient portal for future patient advisory meetings.

One patient went on to express enthusiasm for OFD community health seminars held in the past. The patient stated “I would really like to see more of these in the future, possibly one pertaining to the relationship between stress and nutrition.” Also, an interest in an OFD community exercise class/event was expressed. Dr. Weizman asked both patients their opinion on an event where patients would come out to “Walk with the Doc.” Both patients expressed sincere interest in this, stating that group exercise activities are more motivating and inviting then exercising alone.

In closing, both patients were overall very pleased with their care at OFD. They were extremely satisfied with their individual providers as well as the staff overall. One patient did state that they have had to wait longer than ideal for a lab appointment one morning. The patient makes these appointments early in the morning before work, and would like to see the length of waiting time decreased. Dr. Weizman expressed concern and understanding, and assured the patient that the issue would be addressed. The patient then went on to say, “Everyone is really nice, and I just love how the doctors actually sit down and ask me about things like my home life and work. At my old doctors office, they didn’t even look at you, much less ask you about your life. And I would sit in the waiting room for 30 minutes and then in the exam room for another 30 minutes, but that doesn’t happen at OFD.”

The meeting came to a close at 6:00pm on June 4th 2013.